

## SC DMH Client Advocacy Report June 2010

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	16	88
Harris	9	72
Morris Village	5	20
Hall	4	21
Tucker	2	10
Forensics (GEO & Bldg. 1)	16	75
Mental Health Centers	35	166
<b>Total</b>	<b>87</b>	<b>452</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	53	414
Information, Referral & Other Assistance <sup>1</sup>	18	97

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	28	2	21	3	51
2) Admission & Discharge	59	15	13	19	87
3) Information & Advocacy	8	7	1	4	16
4) Physical Environment	8	5		1	13
5) Inpatient Rights	63	33	3	19	99
6) Personal Property & Money	25	9	12	5	46
7) Confidentiality & Consent	13	6	13	8	32
8) Treatment	42	7	122	38	171
9) Other Rights Issues	5	5	16	7	26
<b>Total<sup>5</sup></b>	<b>251</b>	<b>89</b>	<b>201</b>	<b>104</b>	<b>541</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	5	1			6
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse	2		1		3
d. Verbal Abuse or Violations of Dignity	17		20	3	37
e. Neglect	2	1			3
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	29	12		6	41
b. Community Placement (where)	15		9	9	24
c. Periodic Court Review	4	1			5
d. Questions, Education & Other	11	2	4	4	17
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	6	2	1	2	9
b. Access to Legal Resources	1	3		1	4
c. Questions, Education & Other	1	2		1	3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	5	2		1	7
b. Linens, Clothes & Toiletries	1	2			3
c. Disrepair of Physical Plant		1			1
d. Cleanliness of Facilities	2				2
<b>5) Inpatient Rights</b>					
a. Privacy	4			1	4
b. Safety	5	3	1	1	9
c. Freedom, Privileges & Fairness	32	14		6	46
d. Communication	12	10		10	22
e. Health Care	10	6	2	1	18
<b>6) Personal Property &amp; Money</b>					
a. Property	15	3	1	2	19
b. Money, Entitlements, Rep. Payee	6	4	1	1	11
c. Billing Issues	3		5	2	8
d. Other Non-DMH Issues	1	2	5		8
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	10	5	5	7	20
b. Breach of Confidentiality	2	1	8	1	11
c. Issues of Consent, Confidentiality, etc.	1				1
<b>8) Treatment</b>					
a. Eligibility for Services			32	8	32
b. Accessibility to Staff & Treatment	7	1	39	12	47
c. Individualized, Client-Driven	30	6	50	17	86
d. Right to Refuse Treatment	5		1	1	6
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1			1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			7	1	7
f. Legal assistance for Non-DMH issues	5	3	9	6	17

